

*... assisting you with tradition, compassion and long years of experience!*

### Immediate steps

If the death occurred in your apartment, you need to immediately notify the nearest available physician, ideally your general practitioner or any other physician on emergency duty (to find out which physicians are on duty, please contact competent rescue coordination center).

The death certificate will be issued by the physician. Please have the deceased person's identity card ready.

If the death occurred in a hospital, a retirement home or a nursing care home, the most urgent steps will normally be taken care of by the institution's administration department.

At that point, you should contact us, either by telephone or in person - we will be happy to assist you at any time. On request, we will be happy to come to your home or to pick you up for a meeting at our premises. As a service provider with many years of professional experience, we will be happy to consult with you in a personal and confidential meeting; please trust us to handle all funeral-related matters quickly and with due diligence and responsibility.

You are perfectly free to select a funeral home of your choice, regardless of the circumstances or location of the bereavement.

### Important documents to have handy after a bereavement:

- Identity card
- Certificate of marriage or family register, containing a divorce entry and/or certificate of no appeal for divorced persons
- Spouse's certificate of death or declaration of death if the deceased was widowed
- Certificate of birth (only for unmarried persons)
- Latest, most current pension adjustment notification
- In case of a spouse's death, IBAN and BIC of the account-holding bank for advance payments to widows or widowers
- Insurance policies
- Insurance policy number of the health insurance company
- Documents on the burial plot and/or deeds on the right of use to an existing family burial place or a burial place of choice

Should any of the required deeds or documents be unavailable, we will be happy to assist you in obtaining them.

We have made it our mission to lend a helping hand to the surviving relatives in case of a bereavement as they frequently find it hard to tackle the myriad tasks expected of them in such a situation.

We will be glad to handle all formalities on your behalf in the event of a death at the apartment, hospital, or retirement home:

- Procurement of the death certificate from the physician
- Procurement of the certificate of death from the competent vital records office
- Registration with the cemeteries administrative office, including selection of a burial site
- Scheduling of the funeral date
- Notification of the congregation or funeral speaker

We will handle the transfer the deceased from his or her last residence to any cemetery of your choice with utmost respect and diligence

We use our own special vehicles for the transfer, whether in Germany or anywhere abroad. We take care of dressing and bedding the deceased.

**Interments, cremations, burials at sea, sky burials, memorial diamonds, and natural burials**

**Bereavement hall and bereavement room, handling of all formalities  
Large selection of caskets, urns, and accessories**

**Arrangement of transfers and funerals anywhere in Germany and abroad**

**Funeral consulting services, funeral expenses insurance**

**Funeral speakers, grief counseling, personalized obituaries, printed materials for funerals, and remembrance cards**

How to reach us at any time of the day or night:

**Telephone**

**+ 49 80 51 9068-0**

**Telefax +49 80 51 9068 20**

### What we help you with

- Drafting and placement of personalized obituaries and acknowledgments in all newspapers of your choice
- Sympathy letters or sympathy cards, remembrance cards
- Casket decorations and wreaths
- Booking of musicians to accompany the memorial service

### Whom we notify

- Health insurance companies and insurers for applying for funeral allowances and/or life insurance
- Cancellation of retirement pensions
- Application for the bridging pension for spouses
- On request, direct billing to health insurance companies and insurers

### We also offer financial assistance

We can't take away the pain of your bereavement. But we can help ease your financial burden.

Thanks to our close cooperation with our partner ADELTA Finanz AG we can offer you the repayment of the funeral costs on a deferred payment plan in up to 24 monthly installments. In case of repayment in 3 monthly installments, you will not even be charged any interest or additional expenses.

### Pre-need funeral contracts

On request we will be glad to handle your funeral in advance with a personal contract for prearranged funeral services (highly recommended not only for single persons!) We have an agency for burials at sea and natural funerals. Please do not hesitate to contact us about a noncommittal discussion. We will be glad to prepare a cost estimate on request.

For additional and more detailed information please request our free catalog.

